

# URI HAZAN

## CV for Customer Success roles

### My Profile

Experienced security supervisor with 7 years of experience in customer-focused positions.

People are my passion – crafting and perfecting my communication skills is a life-time/full-time hobby of mine.

I am sensitive to the customer needs and always try putting myself in their shoes, to get a grasp of their view.

Looking forward to make my first steps in the tech industry where I plan to keep develop and expand my qualifications and skills in a customer success position.

### Experience

#### Security Supervisor / Israel Airport Authority

2016 - 2019

Training and management of many employees, dynamic conduct under pressure, supervising the service given to diverse audience in a constantly changing environment.

#### Security Inspector / Israel Airport Authority

2011 - 2015

Responsible of the security check done to the outgoing passengers at Ben-Gurion airport, serving a variety of customers in complex situations.

#### Honorable discharge from military service in rank of Lieutenant

2010

### Qualifications

#### Customer Success Management at Jolt

Present

Took a deep dive into Customer Success world – using the platforms, studying the work methodologies & goals, and sharpening my skills.

#### Microsoft Power BI course at Prodware/Abra

2021

#### 4 months 12/5 Full Stack Developer Bootcamp

at Coding Academy by MisterBit

2020

#### Copywriting course at ACC

2017

Psychometric test score - 702

### Contact Information



rutuforlife@gmail.com 



0545814134 



Go to my LinkedIn profile 

### Skills

#### Soft skills

Problem Solving	Teamwork
Multitasking	Creative Mind
Communication	Fast Learner

#### Hard skills

Customer Service  
Customer Service Training  
Data Analysis & Visualization  
Microsoft Office  
Microsoft Power BI

+

Familiar with tech industry commonly used platforms like **Monday, HubSpot, Zoom, Zapier, Slack** and more.

### Languages

#### Hebrew

Mother Tongue

#### English

B2 - C1

### Volunteer Work

#### Israeli Wildlife Hospital

2020 - Present

#### National Sea Turtle Rescue Center

2015 - 2016